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RETIREMENT PLANS

CHAPTER BY CHAPTER

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Detroit Agencies Classify Personnel

By Hester Westerman

Administrative Assistant, Council of Social Agencies of Metropolitan Detroit

One of the factors contributing to excessive staff turnover in the field of social work seems to be the lack of uniformity in the qualifications required and the salaries paid for similar jobs in different agencies. The personnel classification plan for voluntary agencies worked out and put into effect in Detroit represents one approach to the solution of this problem. The Detroit chapter of the AASW was one of the organizations represented on the committee which developed the plan.

COUNCILS of social agencies throughout the country have for some time considered the advisability of classifying workers in the health and welfare fields according to educational requirements, specialized skills and experience. The first consideration has been a uniform plan for classifications and corresponding salaries to assure "equal pay for equal work," the second the raising of standards in local member agencies. Personnel studies made in Kansas City, Los Angeles and St. Paul resulted in clarifying not only job descriptions and job specifications but personnel practices as well.

The Council of Social Agencies of Metropolitan Detroit developed a uniform plan which was in effect from 1927 to 1933. This plan included qualifications and salaries for special classifications of employees. It was abandoned during the depression years.

In 1942 a Personnel Committee was again created upon the authorization of the Central Budget Committee, which is a body of delegate members from each agency supported by the Community Fund. Its work was implemented by a series of sub-committees set up for the various phases of the total project. The committee had the assistance of an expert in the field of classification to study the job descriptions written by employees and classify accordingly.

To date 94 classifications have been established. They cover employees, exclusive of executives, in the following groups:

1. Clerical and Administrative
2. Social Service
3. Medical and Nursing
4. Domestic, Culinary and Personal Service
5. Building Operation and Maintenance
6. Miscellaneous

Although the social service division represents a small proportion of the total number of employees of Community Fund agencies, this group of classifications was selected for supplementation of the job descriptions with experience and training qualifications. The social service series covers 10 positions: four in case work and six in group work.

The sub-committee responsible for the social service series consisted of representatives of social agencies, professional organizations and the local graduate schools of social work. Although not committee members, representatives of the United Office and Professional Workers, CIO, added valuable contributions in presenting their point of view.

The final plan represented agreement on the part of the majority of committee members. Some did not agree with all of the qualifications, and some did not agree with the proposal on student training which for a time was thought as a work-study plan, but later changed to student-stipend. In general the belief prevailed that graduate schools of social work throughout the country had traditionally trained case workers and that both quality and quantity was needed in the graduate curriculum in group work.

The salary ranges were determined after study of the ranges for similar positions under local state, county and city civil service. No attempt was made to study salaries in other communities. There was no plan developed for establishing salary increases for persons of long tenure and value who cannot comply with the educational requirements, nor a plan for step increases with the ranges developed, although both are essential in future planning.

The new classification plan with qualifications was not intended to apply to current employees, who for the most part had been classified on the basis of their own description of duties the previous year. Recommendations, however, stipulated that the plan apply in the hiring of new employees as well as in cases of promotion of current employees from one classification to another. With these general comments, the actual classifications and some of the committee's discussion will be of interest.

Social Case Worker I
Salary Range $1,700–$2,000

Duties: Under supervision, performing the less complicated tasks in working on problems of family and individual maladjustment; with restricted latitude for independent decisions in applying the policies and program of the agency, carrying out such work as: interviewing clients, relatives, employers, and neighbors for factual data to aid in understanding social situations following a plan of social treatment approved in detail by supervisors; transporting clients to and from clinics, emphasizing their physical well-being; preparing reports; obtaining specific information for out-of-town agencies; referring persons to proper agencies for consultation and performing other assigned duties which do not call for materially different skills.

Qualifications: Degree from accredited college preferably with a major in the social sciences *or* two years of college with two years of experience in a social agency.

Social Case Worker II
Salary Range $2,200–$2,700

Duties: Under supervision, handling cases of social and emotional problems interfering with normal adjustment; with considerable latitude for independent judgment carrying on such work as: interviewing clients and others to define the nature and extent of their problems; making and carrying through individualized plans of treatment in cooperation with clients' relatives; with doctors, courts, and other community agencies; investigating the financial status and eligibility for medical, financial or social aid; interpreting to physicians the client's social situation and to clients their medical treatment; helping them and their families to carry out recommendations and to adjust to physical and mental disabilities; preparing case histories and summaries of records for other agencies and doctors; and performing other assigned duties which do not call for materially different skills.

Qualifications: Completion of work with exception of thesis from a graduate school of social work *or* completion of one half the academic and field work requirements from a graduate school of social work and two years experience in a social agency. The determination of whether the amount of graduate work is equivalent to one half of the academic and field work requirements is the responsibility of the graduate schools of social work, as credits essential for a degree vary throughout the country.

Social Case Worker III
Salary Range $2,800–$3,400

Duties: Under general supervision handling the more difficult cases of social and emotional problems with wide latitude for exercise of independent judgment; carrying out special assignments, demonstrations or studies; making decisions involving larger issues of agency policy, supervising student case workers and new staff members, representing the agency on inter-agency committees and performing other assigned duties which do not call for materially different skills.

Qualifications: Degree from graduate school of social work plus five years of successful demonstration of skill in case work in a social agency, three of which should be completed subsequent to completion of graduate work, except for thesis, providing such experience has been obtained within the past five years.

Case Work Supervisor
Salary Range $2,800–$3,600

Duties: Under direction supervising and guiding case workers in executing the policies of the agency and performing such tasks as helping to formulate agency policy and procedures, consulting with staff on difficult cases, orienting new personnel, evaluating performance of case workers, approving reports and out-going correspondence, carrying a limited case load and being responsible for related duties not calling for materially different skills.

Qualifications: Degree from graduate school of social work, plus five years of experience in a social agency, three of which should be completed subsequent to completion of graduate work, except for thesis, providing such experience has been obtained within the past five years with successful demonstration of skill and supervisory capacity.

The qualifications in the case work series are stepped up sharply, beginning with the second position, as are the salary ranges. The first position with low qualifications was written in recognition of the fact that particularly during war time the social work market is somewhat depleted. The third classification, written for highly skilled case workers, took cognizance of the fact that in the past many workers have been forced into supervision in order to receive adequate compensation when their real skill and interest actually lay in case work.

Little difficulty was experienced in writing the qualifications for the case workers, as there was unanimity of opinion regarding the need for professional training. It was later found that some agency executives in the case work field did not

share this point of view. For the most part case workers presented neither a mixture of skills nor such widely diversified educational backgrounds as group workers. Furthermore, it was frequently pointed out that the graduate schools of social work have tended nationally to train case workers, building curricula in this field rather than in group work and community organiztaion.

GROUP WORK

In the group work field, except for settlements, who have a fairly loose national affiliation, the profession is dominated by local affiliates of national organizations. Practice or policy in regard to the training and placing of local staff varies in the national agencies and thus some local groups are more bound than others in the selection of staff or in the utilization of training opportunities beyond those offered by the national agency. It was apparent that there is also considerable difference in the degree to which national agencies feel that increased identification with the field of social work will enhance their effectiveness.

A mistake might have been made in trying to find a common denominator among group workers whose responsibilities center around programs in buildings such as settlements, community centers, YMCA's, YWCA's, Boys' Clubs and those group workers who assume little direct responsibility for supervising program but instead recruit, train and supervise group leaders as well as build organizational structure in particular departments or geographic areas. The staff of Camp Fire Girls, Girl Scouts and Boy Scouts hold such positions as do the metropolitan secretaries in the "Y" programs. The group work supervisor series was written in an attempt to cover this type of work while the group worker series which follows covers staff whose responsibilities are more direct and centralized.

Group Worker I

Salary Range $1,700–$2,000

Duties: Under supervision working with groups of children or adults as leader of informal program activities through which the group members develop new skills and interests to meet their needs; teaching, under supervision, one or more skills to children; and performing other assigned duties which do not call for materially different skills. Assuming responsibility for buildings and equipment either owned or borrowed by the agency.

Qualifications: A degree from accredited college, *or* two years of college plus two years' successful experience working with groups in a recreation or education setting.

Group Worker II

Salary Range $2,200–$2,700

Duties: Under supervision working with leaders of children or adult groups in helping them evolve programs through which the members develop new skills and interests to meet their needs; organizing new groups or otherwise extending the effectiveness of the agency's program; working directly with certain groups as group leader; performing other assigned duties which do not call for materially different skills; assuming responsibility for buildings and equipment either owned or borrowed by the agency.

Qualifications: Completion of work with exception of thesis from a graduate school of social work with specialization in group work *or* one half of the work for a graduate degree from a school of social work, with courses in group work, exclusive of thesis plus two years full-time, paid, successful experience in working with groups in a recreation or education setting, *or* Masters degree from school of education, plus two years of successful, full-time, paid, experience in a group work agency. This equivalent will apply until June, 1949. The determination of whether the amount of graduate work is equivalent to one half the work necessary for a degree, exclusive of thesis, is the responsibility of the graduate schools of social work as credits essential for a degree vary throughout the country.

Group Worker III

Salary Range $2,800–$3,400

Duties: Under general supervision working with leaders of children or adult groups in helping them evolve programs through which the members develop new skills and interests to meet their needs; organizing new groups or otherwise extending the effectiveness of the agency's program; working directly with certain groups as group leader; performing other assigned duties which do not call for materially different skills; assuming responsibility for buildings and equipment either owned or borrowed by the agency.

Qualifications: Degree from graduate school of social work with a major in group work, plus five years of successful demonstration of skill in group work in a group work agency, three years of which should be completed subsequent to completion of graduate work, except for thesis, providing such experience has been obtained within the past five years.

The group work supervisors series is admittedly a kind of catch-all. To some extent this situation reflects the fact that the committee was not able

to make differences of *kind* in describing the three levels of group work supervisors, feeling that at the present time departmental, area or assistant executives jobs were being carried on in the field with varying degrees of competence and responsibility and that increased skill would not affect the basic need for three kinds of overseers in group work agencies. Perhaps these three areas of supervision should have been developed separately since the group work field does present a somewhat diffuse picture. It may be that in trying to unify and simplify the kinds of jobs found in group work agencies we have suffered the natural results of over-simplification. It should be noted that the word "supervisor" in the title is not used in the case work sense. Its adoption does not indicate further desire for over-simplification, but rather is the result of the committee's inability to decide on a more appropriate title.

The group work supervisor classification, because of the similarity in duties, also applies to workers employed in Detroit's area program. This, we believe, should have been a separate classification because in spite of similar duties, the focus is quite different from that of an agency. Area workers are trained in community organization, concerning themselves with neighborhood planning, coordinating the work of public and private agencies in small geographic areas. This group of workers have no identity with any particular agency program, utilizing all of the existing agencies to further their work in neighborhoods.

The position of assistant to the executive may occur in all group work agencies. For the most part such jobs are found in settlements, community centers or branch YMCA's and YWCA's where the executive assumes the more purely administrative responsibilities and the assistant is employed to assume the over-all direction and development of program.

The duties for the group work supervisors, which are identical with one another, will be quoted only once:

Group Work Supervisor I

Salary Range $1,850–$2,250

Duties: Under general direction (1) organizing or supervising a department program, or (2) organizing and administering an area program, or (3) serving as an assistant to an executive. Having responsibility for guiding programs, planning work, directing and being responsible for organization of personnel, and assuming responsibility for carrying out administrative policies and directions; having responsibility for the setting up and studying records relating to individuals and groups; establishing and carrying on professional relationships and cooperative ventures with other agencies and individuals; performing other duties which do not call for materially different skills; assuming responsibility for building and equipment either owned or borrowed by the agency.

Qualifications: Degree from accredited college, *or* two years of college plus two years successful experience working with groups in a recreation or education setting.

Group Work Supervisor II

Salary Range $2,400–$2,900

Duties: Same as above.

Qualifications: Completion of work with exception of thesis from a graduate school of social work with specialization in group work *or* one half the work for a graduate degree from a school of social work, with courses in group work, exclusive of thesis, plus two years full time, paid, successful experience working with groups in a recreation or education setting, *or* Master's degree from school of education plus two years of successful, full time, paid experience in a group work agency. This equivalent will apply until June, 1949. The determination of whether the amount of graduate work is equivalent to one half of the work necessary for a degree, exclusive of thesis, is the responsibility of the graduate schools of social work, as credits essential for a degree vary throughout the country.

Group Work Supervisor III

Salary Range $3,000–$4,000

Duties: Same as above.

Qualifications: Degree from graduate school of social work with a major in group work or community organization, plus three years of successful demonstration of skill in group work in a group work agency, providing such experience has been obtained within the past five years.

One of the interesting questions that arose among the group workers was whether an equivalent qualification should be considered for persons who have specialized in fields such as education. The committee, while acknowledging that group work agencies have drawn from related fields in the past, believed group work would remain overly diversified in its emphasis unless a stand was taken on training to qualify for the group work field. A compromise appears in the classification of Group Worker II and Group Work Supervisor II which permits a Master's degree from a school of education, plus two years successful, full time, paid experience in a group work agency as an equivalent. However, the equivalent applies only until June, 1949. Since then the question

has been raised as to why education was considered the only acceptable equivalent.

The qualifications and salary ranges for Group Worker III and Group Work Supervisor III, as is true in the case work classifications, recognize the very great need of retaining skilled group workers in the non-administrative positions.

The committee also felt that staff members with special skills, such as music, dancing, art, physical education, etc., should not be classified as group workers even if they were employed on a full-time basis, since the focus of their work was primarily the development of skills and not the group as such.

STUDENT AID

Consideration of developing some kind of work-study plan for employees brought forth three different points of view: The Council of Social Agencies has for a number of years administered scholarships upon application from a graduate school of social work, largely on a needs basis and any person interested in the social work profession was eligible. This plan was thought to be reasonably satisfactory by some members of the committee. Other committee members felt that financial need should be less of a determining factor; that the scholarship plan should be administered on a more inclusive basis. The third point of view, held for the most part by the representatives of group work agencies and organizations, was that to attract new workers and to stimulate workers now employed to expand their training, a plan should be adopted similar to that in public agencies whereby a student is paid a monthly stipend during the field work.

In addition, the committee felt strongly that in establishing a new classification plan every effort should be made to assist personnel in meeting the new qualifications. The plan, which was eventually adopted providing for both scholarships and student stipends, is as follows:

I. *Student Stipend Plan:*

The Council of Social Agencies will pay student stipends for field work beginning September 15, 1944, when the following conditions exist:

(1) The candidate must be employed by a Community Fund agency which is covered by the standard salary plan.

(2) The candidate must have worked for six months in a Community Fund agency prior to being eligible to participate under this plan.

(3) The candidate must have been accepted by a graduate school of social work for full time field work.

Qualified students upon acceptance by the graduate schools of social work and the committee on student stipends of the Council of Social Agencies will receive a monthly stipend of $125 for not more than nine months' field work.

The candidate may be assigned by the graduate school to either a public or private agency for field work, not necessarily a Community Fund agency. However, employment in a Community Fund agency must precede and follow the field work period.

II. *Scholarship Plan:*

The scholarship plan in effect for a number of years is provided to meet the need of potential employees of Community Fund agencies who are not eligible for the student stipend plan. Graduate students, who are not employees of the Community Fund agencies or have been employed less than six months, may apply for student aid through the graduate schools of social work to the Council of Social Agencies Scholarship Committee.

Financial aid is granted on a need basis up to $75 a month. Amounts over $75 per month are considered as non-interest bearing loans to be executed as an informal promissory note by the student to the Council of Social Agencies. There are no stipulations regarding placement for field work or place of employment after completion of field work.

In attempting to administer the classification plan for group work agencies and organizations, conflict was experienced with the agencies having a national affiliation, since almost all of them have personnel requirements and some training courses established nationally. The Personnel Committee, in view of this fact, recommended that it be discretionary for agencies with a national affiliation to comply with the plan. However, only national agency affiliates participating in the classification would be eligible for the student stipend plan. It is interesting to note that three local national agencies—Camp Fire Girls, the YWCA, the Girl Scouts—are included in the plan.

EVALUATION

The classification of employees in private agencies presents difficulties in administration. Member agencies are autonomous and action can only be taken by the Council of Social Agencies upon authorization from the delegate body. The authority for classification and acceptance of the qualifications and salary ranges for the social service series came from the agencies affected by the plan. In spite of this, however, there were agencies engaged in both group work and case work who considered the plan unrealistic in a

war period when it is difficult to secure personnel, agencies who felt that the graduate schools of social work throughout the country have failed to prepare workers for the actual job experience and agencies which thought that the qualifications set too high a premium on education and field work in graduate schools of social work which to the committee represented the most objective guide available for classifying and promoting employees. In their opinion, more emphasis should be put on the nature of a person's experience as compared with training.

It is too early to evaluate the recent classification of private agency workers in Detroit. The immediate objective of creating greater equity in salary payments among employees has been attained. The additional objective in the social service series of obtaining qualified workers cannot be measured immediately. In developing a method of progression for qualified case workers and group workers, the committee realized that fulfillment of its object might not occur for a period of years.

From a practical standpoint and after additional experience in classification it perhaps would have been more realistic to lower the qualifications, particularly in the group work series. This would permit more equivalents in terms of prepartaion until such a time as more group work agencies decide to cast their lot with social work instead of other fields. If the qualifications were lowered permitting more equivalents, undoubtedly the salary ranges should be decreased to prevent payment of too high salaries for what the committee considered unqualified personnel.

The committee was under no illusions about the kind of qualifications being written. It wanted them high; it wanted training in the graduate schools of social work and *not* in related fields; it wanted high salaries for well-qualified workers and a training plan which would provide, without too great a financial loss, an opportunity for workers in private agencies to attend any recognized graduate school of social work and a scholarship plan open to all local candidates interested in the field of social work. This much it believes has been accomplished. The future depends to a very considerable extent on developing agency conviction, both in group work and case work that by means of both professional training and experience a higher quality of social service can be rendered to the community.

School Enrollment Increases

A REPORT of students in the accredited schools of social work was released before the close of the year by Leona Massoth, the Executive Secretary of the AASSW. This statistical report for the year 1943–44 is based on returns from forty-two schools of social work and two branch schools, together with data regarding students registered on November 1, 1944.

The forty American institutions, including twenty-nine schools of social work and eleven departments or divisions of social work are all part of, or affiliated with, American universities or colleges. Seventeen are in publicly supported institutions; twenty-three schools are connected with endowed universities, and of these, six are sectarian. Two of the schools are Canadian, one is in the University of Toronto. The other, the Montreal School of Social Work, is privately organized. Thirty-five of the forty-two schools are two-year schools and seven are one-year schools of social work.

Statistics on the total students enrolled in the forty-two member and two branch schools as of November 1, 1944, indicate a grand total of 7,537 students of whom 4,715 were majoring in social work, 537 were students enrolled in other departments in the universities and were taking social work courses, 1,241 students were enrolled in extension courses (extra-mural and resident) and 1,039 were pre-professional students.

Of the 4,715 students majoring in social work, 416 were men and 4,299 were women, or 96 per cent were women. The total group majoring included 2,416 registered full-time and 2,297 enrolled for part-time work.

The ten schools with the largest full-time enrollment on November 1, 1944, were:

	Students
New York School of Social Work	371
University of Chicago, School of Social Service Administration	248
Smith College School for Social Work	125
Pennsylvania School of Social Work	123
Western Reserve School of Applied Social Sciences	117
Atlanta School of Social Work	105
University of Pittsburgh School of Applied Social Sciences	89
Tulane University School of Social Work	88
Fordham University School of Social Service	86
Simmons College School of Social Work	84

The ten schools with the largest total enrollment of students majoring in social work November 1, 1944, were:

	Students
New York School	892
University of Chicago	380
Boston College, including Rhode Island branch	231
University of California	189
Wayne University	166
Loyola University	159
Western Reserve University	158
National Catholic School of Social Service	153
Tulane University	148
Fordham University	147

The report for the academic year beginning with the fall quarter or semester of 1943 through the summer quarter or semester of 1944 shows a grand total of 10,921 different students enrolled in the different schools. Of these 7,008 were majoring in social work; 653 were men and 6,335 were women. In this same period 1,483 students were awarded degrees. Two hundred seventy received the Bachelor of Arts degree with a pre-professional major, and 912 students received the Master's degree. There were 301 additional students who received diplomas or certificates. No Doctor of Philosophy degrees were awarded during this academic year. In addition to the degrees awarded 336 students had completed certificate or degree requirements except for the completion of a thesis or an examination or both.

During the last academic year 1,506 different persons were on scholarships or fellowships. Two hundred seventy held scholarships from public agencies, 536 from private agencies or organizations, 350 scholarships were awarded by schools of social work, 275 students were on a Work-Study Plan, and 75 students were receiving scholarships or fellowships from more than one source. Nineteen schools reported 75 foreign or territorial students.

These figures show an increase both for the November first count as compared with November 1, 1943, as well as for the academic year 1943–44 as compared with the academic year 1942–43.

On November 1, 1943, the grand total of students taking work was 5,988 as compared with 7,537. The number majoring in 1943 was 4,552 as compared with 4,715. The 1944 count shows an increase of number of full-time students from 2,139 in 1943 to 2,416 in 1944. Another encouraging note is that the 1944 count shows a larger number of full-time than part-time students, whereas last year the reverse was true.

An analysis of student enrollments during the past decade reveals significant trends. In the first place, consistent gains had been made and held in student enrollments each year from 1932 through 1940. In 1932, the schools of social work registered 3,112 students and in 1940 registered 6,187 students. The highest enrollment peak during this period was in 1935, when a total of 6,434 students were reported by the schools. The enrollment peak shifted from 1935 to 1940, however, when allowances were made for the change from the combined graduate and undergraduate curricula still prevailing in 1935. The most significant increase during the period occurred in 1934 when the total enrollment jumped from 3,805 in 1933 to 6,339 in 1934. This increase followed the establishment of the FERA training program of maintenance scholarships for the preparation of promising young persons in the emergency relief programs of the various states.

The 1941 enrollment of 5,656 showed a loss over 1940 and the 1942 total enrollment of 4,947 showed a loss over 1940 and 1941. The 1943 total enrollment of 5,431 represented a gain over 1942, but a drop from the peak enrollment of 1940. The 1944 enrollment of 6,498 shows an upward trend over all previous years including the peak years of 1935 and 1940. This figure is arrived at by deducting the 1,039 pre-professional students from the grand total and counting only the professional students.

The number of students working toward a professional degree and described as "majors in social work" has also increased significantly. In 1932, this number was 2,863; in 1940, the peak year, it was 5,273 and in 1944 it is 5,252.

The enrollment remains almost equally divided between full-time and part-time students. On November 1, 1943, the part-time enrollment exceeded the full-time. In 1944 this picture is reversed and the number of full-time students exceeds the number of part-time.

The 1944 registration of 10,921 students represents the all-time high on number of different students enrolled. This count in 1932 was 4,162 and in 1940, the peak year, it was 8,203.

Another encouraging trend is the increasing number of degree and certificate candidates. The number of Masters degrees granted each year is still small yet the increase has been steady and consistent and there continues to be ground for encouragement in the substantial number of students who have received higher degrees.

Employee Counselors Learn About Social Work

The November COMPASS carried three articles about social work in industry. Another approach to the same problem is presented here by Mrs. Olive K. Banister, Director of the Vocational Guidance Bureau, Cleveland, who describes a course which she gives in a school of social work for employee counselors from industries.

EMPLOYEE counseling has been given great impetus during the war, but it took the Personnel Women (an association of women in responsible positions in industrial personnel departments in Cleveland) to recognize that many of the skills and techniques which they wanted their counselors to have were the A.B.C.'s of social work. Having made that discovery, they requested Dr. Leonard W. Mayo, Dean of the School of Applied Social Sciences at Western Reserve University, for help in teaching their counselors some of these A.B.C.'s.

After several conferences, it was decided that a course would be given to the counselors of women in industry, under the auspices of the School of Applied Social Sciences, with the Personnel Women assuming all responsibility for recruiting. The emphasis of the course was to be on the technique of working with people, an understanding of human behavior, and the use of the social work resources in the community.

Our first class met in September, 1943, and met for the following 15 weeks for two hours a week in the evening at the School of Applied Social Sciences. In this course, as in the following courses, half the fee was paid by industry and half by the counselor. None of the courses carried any academic requirements. Some of the group were college graduates, one or two had master's degrees, others were high school graduates.

The course covered three major areas: the first one dealt with the analysis of the job of the counselor, ways in which it is related to foreman, other supervisors, and management, the necessary qualifications and skill. The second area dealt with the understanding and knowledge of human behavior, seeing the total individual, factors which influence his behavior, and relating this information to help the individual work out his problem, techniques of counseling, development of skill in interviewing and recording of information. The third area was a discussion of the problems which arise in industry and the community resources which can be used in working out these difficult problems.

At the end of the first course, the class requested that there be a continuation of the course in the spring, with some field trips to the various social agencies in the community. At the same time, Personnel Women asked that the first course be repeated during the winter, that it be given on company time, and, to make it easier for the counselors, that it be given in one of the industrial plants. In February, a second course similar in content to the first course, was repeated for another group of counselors. This course was given at the Eaton Manufacturing Company, who were most gracious hosts. They provided the class room and a secretary who handled all details. Other companies released their counselors from their jobs, and they came in to Eaton Manufacturing Company for the course. In many respects this set-up was very satisfactory, because the course was given on company time and at an hour when people were not too tired from the day's work or too pressed with home responsibilities to give full attention. The second course was streamlined and reduced to 8 weeks of two hours each week. Less time was had for discussion, but the major areas of content were covered.

The third course was a continuation of the first and second courses, and met on company time in the School of Social Work. With a few exceptions, the group for the third course was taken from counselors who had been in either the first or second courses. This was an 8 week course with four field trips to social agencies in the community. The agencies selected were those that would be of most use to the counselors and the ones in which they were most interested. A fourth course of 12 weeks is under way at the present time. This course is a combination of the first and third courses.

The Maternal Health Association has been trying for some time to get their program into industry, but never seemed to be able to get beyond the desk of the personnel director, not because he was not interested, but because he was too pressed with the multitude of other problems which took precedence. The counselors visited the Maternal Health Clinic, learned the services they had to offer, to whom to refer the individual, how to prepare the individual for referral, how to interpret the services of the agency, and ways in which they could be helpful when the case was

referred. This agency and its service were unknown to most of the class. Some of them felt that it could not only be helpful to them in their counseling relationship, but to them personally. Literature, including a reading list, was prepared by the Maternal Health Association and given to each counselor. They reported back that the leaflets, which they had placed in the women's washrooms, were widely circulated and more were requested.

The services of the Institute of Family Service, a private family case work agency, was a revelation to all the counselors. Early in the fall course, when I suggested the use of a family case work agency to aid in the working out of a problem, the class voiced in one accord that this individual did not need relief. I soon discovered that they believed case work agencies were only for the poor and incompetent. During the year, efforts were made to help the counselors to see that case work services can be of use to people regardless of financial or social position.

We visited the Glenville District Office of the Institute of Family Service, which serves the section where most of the counselors work. They saw the physical set-up of that office, met the receptionist, learned how to make a referral to the agency, what information the intake worker needed. What responsibility the counselor had after the case had been accepted by the agency, ways in which a cooperative relationship could be worked out between the counselor and the case worker, points at which the counselor steps out of the relationship and how it is done, as well as what to do with pertinent information which the counselor thinks might be a help to the case worker were other subjects discussed with case workers and counselors at the time of their visit.

The trip to the Cleveland Humane Society, a private child caring agency, which is located in the Community Service Building, gave most of the students their first experience in coming into the building which houses most of the private social welfare agencies in the community. We showed a technicolor film entitled, "Unto the Least of These," which has been widely used to describe the function of the Cleveland Humane Society. After the movie, they toured the agency and learned the procedure for referring a case and met the intake worker. We then had a discussion on the unmarried mother work of the agency and used a case presented by one of the staff case workers of an unmarried mother who had been referred to the agency by a counselor in industry. Through this process, the counselors were able to see the relationship of the counselor and the case worker, points at which the counselor had been very helpful, and other places where progress had been impeded or conflict aroused by the counselor's own feelings and attitude.

The field trip to the Association for the Crippled and Disabled was a thrilling experience for all of them. This was real to them, because they had all seen fingers cut off, arms and legs crushed, backs hurt, and had aided in the adjustment of the individual back to his old job or into a new one after the accident. They toured the agency and saw the very excellent and modern facilities for retraining of handicapped individuals. They saw the doll cradle that an industrial worker was making for his grand-daughter with the fingers that had been stiff and immobile when he first came in to the association as a result of an industrial accident. They recalled cases in their own experiences as counselors, of fingers that might have been made to move and legs that might be used instead of crutches if they had only known of the services. Case material was used to show the services, but it was interesting that the case director could find very few cases that had been referred to the agency from industry. In making arrangements for the field trips, the usual comment was that the agency directors were extremely interested and anxious to acquaint industry with their services, but that up to that time they have had few referrals from industry and therefore they could not use cases that had been referred as a basis of discussion.

In addition to the field trips where case material was discussed, we had four other sessions which were devoted to the problem of the particular counselors. We had discussions on the adjustment of the Negro into industry, ways of working with labor and with management. For these discussions, we used the best available person in each field as a resource leader. As in all class sessions, the basis of our discussions were the problems which had been submitted in writing by the various class members.

In the first and second classes, a list of all the cooperating and financially participating agencies of the Welfare Federation with addresses, names of directors, and telephone numbers were given to each counselor. The function of each agency was stated and printed material was given, if available. Each counselor was encouraged to build a resource file of the community social agencies.

Early in the course, the counselors were exposed to a wide range of reading materials. References were taken mostly from the literature in the field of social work, psychology, and industrial personnel. Magazine articles, pamphlets, and clippings were the most popular. When the first class met, the first question was how much reading were they expected to do, and they wanted it understood that they had little time for reading.

However, by taking the material to class, letting them browse through it, we found that they not only took it, but they read it, and before long were requesting more.

At the end of each session, one of the members of Personnel Women who was on the committee charged with the responsibility of handling details of this particular course, visited the class and obtained the counselor's evaluation of and comments on the course. In brief, some of the comments made were that they had had an opportunity for personal growth; to share problems with each other and to know how other people were handling these problems; through the use of case material they were able to see the good and bad ways of handling situations; to gain insight into their own problems and needs; to develop new skills and techniques of working with people; to gain a greater understanding of human behavior; to have a working knowledge of community social work resources and ways of using them.

For me, it has been a revelation to know more intimately the problems that industrial counselors are handling every day and to appreciate more fully the solutions of these problems which frequently puzzle the best trained social workers.

In our program in Cleveland, we haven't even scratched the surface of what can and needs to be the social worker's contribution to the problems of industry.

This experiment was a unique use of social work, its skills, techniques, and body of knowledge. It is only the beginning and must be duplicated and intensified in other industrial centers.

The AASW Takes a Census

By John Charnow
Member AASW National Board

FOR some time the AASW has needed information on the characteristics of its members, particularly their education, experience, and salaries. The increasingly wide public interest in social work administration and social work opinion, the continued expansion of national office and chapter activity, and the growing demand upon the profession make this need especially acute at present.

Social work agencies have long recognized the value of analyzing and publicizing information on the nature and characteristics of the clientele of their agencies. They have discovered this to be an effective method of clearing up public misconceptions and of gaining public support. In addition such information is an essential tool for planning administrative organization and the scope of agency programs as well as for evaluating the direction and effectiveness of agency objectives. This same technique is now being used by the AASW, as an organization, for essentially the same purposes.

In 1936 the AASW published a 240-page directory listing each of the 9,500 members by name and address and giving, in condensed form, their education and experience during the preceding ten years. According to its foreword, the directory was intended "to lend itself to a better understanding of social work by making available certain pertinent information about the activities and qualifications of the people who make up the professional association. . . . It is tangible evidence that there is an organized group of social workers whose primary concern is with professional development on a selective membership basis." No attempt was made in the directory to summarize the biographical data or generalize from it in terms of its implications for the Association's program. The cost for a similar directory at the present time would be about $7,000.

The current census of AASW members has a different focus. The information obtained will not be used on an individual basis but only for statistical tabulation and analysis. Each member when billed for his annual dues in 1945 will receive a brief questionnaire which he is requested to fill in and return to the national office.

In order for the data collected to be representative of the total AASW membership the greatest return possible is necessary. A fairly large proportion of the members failed to fill in the questionnaire for the 1936 directory. One reason for this may have been reluctance on the part of some to supply biographical data for publication. The

current census, however, assures complete anonymity. Members write their names on a tear-sheet attached to the questionnaire in order to enable the national office to check on receipt of the questionnaires. The tear-sheet will then be detached immediately. Although summaries will be prepared on a chapter-by-chapter basis, individual returns will not be available to the chapters. This procedure guarantees that no person seeing the completed questionnaire can identify it as belonging to a particular individual once it has been received in the national office and the tear-sheet removed.

While it may seem that undue emphasis is being placed upon the "confidential nature" of the records, the purpose is to assure, in good social work fashion, the kind of relationship and feeling of security that makes for spontaneous giving of information. This feeling, it is hoped, will be great enough to overcome any resistance which members may have in returning the completed questionnaire.

Most of the items in the questionnaire call for objective information and should present no difficulties in answering. A few, however, have elements of evaluation or opinion. Members are urged to answer each question according to their best judgment, writing in directly on the questionnaire whatever additional explanations may be necessary. If for some reason an item cannot be answered, this should be indicated. In any event, members should not fail to send in their questionnaires because of difficulties which they may encounter in answering one or several of the items.

The item on salary in the questionnaire is preceded by the statement that answering it is optional. This does not mean that answers to this question are considered less important than to others. On the contrary, the salary data will be among the most useful derived from the questionnaire. A statement is inserted to indicate to those reluctant to answer this item that it would be preferable to have the questionnaire sent in without the salary item answered rather than have no questionnaire sent in at all.

The census will make it possible to know for the first time the answer to such questions as: Is the AASW attracting the younger members of the profession in sufficient quantity? How long have AASW members been practicing in the field of social work? When did they first join the Association? How much overlap is there with membership in other social work organizations? What proportion of the members are primarily administrators? Case workers? Group workers? Community organizers? Research workers? What sort of work are the members currently engaged in? How many work for public agencies? Private agencies? What proportions work on national, state, and local levels? How many have continued their membership even though no longer employed in social work? How many are not employed and not seeking employment? How many are full-time students? How much college and professional social work education do the members have? What kind of professional education in fields other than social work do members have? What are the salary levels of AASW members?

Some of the answers will undoubtedly serve as clues for exploration of underlying factors. The census itself will serve as a benchmark against which future changes in the composition of AASW membership may be measured. It is the intention of the National Board that the analysed returns be treated not merely as "interesting" information but rather as an important device for evaluating the effectiveness of the Association in meeting membership needs and the tasks confronting the social work profession.

Social Work Described for the Public

A new Public Affairs Pamphlet, by Ruth Lerrigo and Bradley Buell, entitled "Social Work and the Jones'" tells in terms that are interesting and understandable to the ordinary citizen, what social work is, how it functions and what it means to individuals, families and communities. It contains a great deal of up-to-date information about public and private agencies, including the type of service they offer, costs, sources of support, personnel, etc. Copies are available from the Public Affairs Committee, 30 Rockefeller Plaza, New York 20, N. Y. Single copies 10 cents.

Handbook for Old Age Counsellors

A Handbook for Old Age Counsellors, written by Lillien J. Martin, has been printed in book form as a memorial to her and is being distributed without charge to persons or agencies interested in old age rehabilitation. The handbook, originally for student use, outlines the technique of work used at the Old Age Counselling Center in San Francisco, which was founded by Dr. Martin. Requests for the book should be addressed to Clare deGruchy, Director Old Age Counselling Center, San Francisco, California.

Now You Can Plan to Retire

By Homer Wickenden

Secretary Organizing Committee
National Health and Welfare Retirement Association, Inc.

ANY professional association devoted to the raising of standards of professional practice as well as competency in its field, must in the long run concern itself with the economic conditions under which its members work. It properly strives for an improvement in personnel practice and relationships because ultimately they affect the quality of service rendered to the public.

The recent announcement of organization of the National Health and Welfare Retirement Association, under the chairmanship of Gerard Swope, and the launching of its plan of retirement and death benefits reinforces the pioneering work of of the AASW in this field.

One of the most important aspects of personnel practice is the provision which is made for workers who have, after years of faithful service, reached the point in life where they should be permitted to retire with a reasonable income assured for the rest of their lives. Most professional workers are so devoted to their work that, in the early years particularly, little consideration is given to the matter of security in later life, and there are few individuals among them who have the foresight and willingness in their earlier years, to lay aside a substantial sum of money for this provision.

A professional association such as the AASW should do all it can to promote such provision for retirement and encourage workers to plan their future, in this respect. The AASW has urged for years the amendment to the Social Security Act to cover workers in non-profit organizations and it appears that the efforts in this direction will soon bear fruit. However, it is obvious that the Social Security benefits are not intended to go much beyond the subsistence level and that for most workers some provision supplementing Social Security should be made. The National Health and Welfare Retirement Association will provide this plan.

In order to succeed any supplementary plan must be one in which both the professional worker and his employer participate. Any plan under which the worker alone undertook to finance old age security would usually be inadequate.

SIGNIFICANCE OF THE NEW NH AND WRA

It is the development of such a plan on a national scale and its acceptance not only by Boards of Trustees of individual agencies but also by Boards of Trustees of community chests, that makes the establishment of the National Health and Welfare Retirement Association, Inc., of such significance. Such a movement can succeed only if there is a feeling that "everybody is doing it" and "everybody benefits."

One of the interesting features of the development of the National Health and Welfare Retirement Association, Inc., is that it has grown out of the needs of the workers and agencies which employ them and has been "tailored" to these needs. It was not a plan superimposed by a group of Trustees nor a plan sold to the Organizing Committee by an insurance company. While it was sponsored by the CC&C, it will be a separate non-profit corporation under the control of a Board of 60 Trustees, comprising both professional workers and laymen. The AASW will have as its spokesman on the Board, Joseph P. Anderson, Executive Secretary.

FULL VESTING AND TRANSFERABILITY

One of the unusual aspects of this plan is the "full vesting" in the employee of all rights to benefits provided by the accumulated contributions from both the employer and employee. If an employee terminates his service for any reason, under this plan he does not lose the amount that has been put in for him. This is unlike most of the plans in industry in which an employee receives back only the portion of the money which he himself contributed, sometimes with and sometimes without interest.

This full vesting makes possible two very important features. It facilitates the transfer of a worker from one agency to another and does not "freeze" him in his job. Provided he transfers to another agency which is a contributing member, his benefits continue without interruption. From a professional viewpoint this is of the greatest importance because it gives the worker the opportunity to develop his professional skill and perhaps executive ability in vary-

ing positions and does not give him the feeling that he must always stay put in order to receive his pension benefits. Furthermore the amount of the benefits varies with his scale of earnings and is not fixed at a specific sum.

Another feature which full vesting makes possible, particularly under a group annuity plan, is that if a worker leaves his profession for a few years he may return at a later period with the privilege of beginning his benefits again just where he left off. This is especially important in a field like social and health work where there are so many women employed. For example, if a case worker after establishing herself in her career should marry and leave her profession for a period of ten years, she could return to it and still participate in the plan without any loss in what had been accumulated on her behalf in the earlier period.

Another feature of the plan which contributes to the sense of security of a worker is the death benefit which during the first ten years of participation is provided by insurance which supplements the accumulated contributions. In this provision the Organizing Committee had in mind both the need of the individual worker for protection and the necessity for providing some means by which an employing organization could discharge its responsibilities to the family of the worker who died, on a systematic basis. Frequently in the case of death, particularly if there are dependents, the employing organization has found it necessary to pay out of its limited current budget a sum representing at least several months salary of the worker. Seldom, however is the organization in a position to make a provision for the equivalent of ten months salary under such circumstances. The National Health and Welfare Retirement plan makes this possible and relieves the current budget of any such unexpected drain.

PROVISION FOR PAST SERVICE

One of the most difficult problems faced by any organization in setting up a retirement system is that of providing for past service on the part of workers who have been with the organization for many years. For a worker in his later years the provision of adequate funds for retirement presents a serious financial problem. For instance, if an organization has a male employee aged 60 earning $3,600 per year, it may wish to provide him at age 65 with an annuity of $100 per month for life. Based on actuarial calculations which must contemplate his living an additional 14 years after retirement, a sum approximating $15,000 would have to be provided to make this pension possible. For most health and welfare organizations the payment of such a sum at one time would be prohibitive, therefore a plan has been devised by which contributing member organizations which join the plan during the first two years may provide retirement benefits for this group of employees by an extra yearly payment of 2 per cent of the amount of the payroll of all participants from that organization. Under the National Health and Welfare Retirement Plan provision can be made for service with member organizations back to age 35 through these 2 per cent payments made only by the employer and spread over a period of years, on a pooled basis.

One other aspect of personnel practice in which the new plan is of help relates to the continued employment of the worker beyond 65 years of age. While the normal retirement date is set at 65 and retirement annuities under the plan automatically begin then, it is up to the agency by whom the worker is employed to decide whether his or her services may profitably be used beyond that age. If the worker, in the opinion of an agency, still is capable of several years of useful service, the cessation of contributions by both employer and worker, and the regular receipt of a retirement income, makes it possible to retain the worker, but with a reduced budget outlay on the part of the agency.

WHAT ARE THE COSTS?

Under the National Health and Welfare Retirement Plan each participating employee will contribute approximately 5 per cent of his earnings, according to a salary classification schedule, from the date he joins the plan. The employer will contribute an amount equal to the contributions made by such employee. The combined contributions of the employee and employer will be applied:

(a) To purchase annuities for the employee with respect to service after the entrance date of his employer (the date employer becomes a contributing member agency). Service rendered after such entrance date is referred to as "future service."

(b) To provide a death benefit for the employee

(c) To defray the incidental cost of administering the plan.

In addition, the employer, in cooperation with other member agencies, will contribute a yearly amount equal to 2 per cent of the earnings of all participating employees to provide annuities for employees who have credited service rendered prior to the effective date of the plan, referred to as "past service." Contributions for past service will begin as of the effective date of the plan regardless of the entrance date of the employer, and will continue to be made for a period of years to be determined by the Board of Trustees.

WHO IS ELIGIBLE?

Enrollment in the plan for workers now employed is voluntary; however, the By-Laws require that for an organization to become a contributing member 75 per cent of its eligible employees must enroll. Thereafter enrollment will be made a condition of employment for all workers under 65 years of age, the new worker being eligible to participate after he has been employed one year. An enrollment fee of $1.00 for each new worker is to be paid, half by the employer and half by the employee.

WHAT ARE THE BENEFITS?

The benefits to be provided by the National Health and Welfare Retirement Association, Inc., reinsured with the John Hancock Mutual Life Insurance Company, will be (a) retirement annuities beginning normally at age 65 and (b) a death benefit.

The actual amount of retirement annuity to be received will be dependent upon a number of factors such as age, earnings, length of service, etc. For example: A man entering the plan at age 25, earning $2,000 a year and continuing in service at this rate until age 65, will receive an annuity of approximately $739 a year as long as he lives; a woman entering the plan at age 30, earning $2,000 a year and continuing in service at this rate until age 65, will receive an annuity of approximately $530 a year as long as she lives; and a man entering the plan at age 30, earning $5,000 a year and continuing in service at this rate until age 65, will receive an annuity of approximately $1,515 a year as long as he lives. The amount of retirement annuity payable to a woman is somewhat smaller than that payable to a man when expressed as a percentage of annual earnings. This is because the life expectancy of a woman is longer than that of a man of the same age.

It should be emphasized that the retirement annuity must be regarded in an entirely different light from working income. It becomes payable at an age when the need for accumulations has ceased and when family expenses are usually reduced to a minimum. The amount of income required during the years of retirement is, of course, much less than the prior earned income. With respect to the purchase of benefits under this plan the Committee felt that the amount of employee contributions are as large as practical. The contribution from the employer is probably as large as the community should be asked to contribute.

PAYMENT OF RETIREMENT ANNUITY

Retirement annuity payments normally begin on the first day of the month coincident with or next following the participant's 65th birthday. However, a participant may elect to receive retirement annuity payments for a reduced amount commencing on an earlier optional retirement date, which date may be the first day of any month not more than ten years prior to his normal retirement date.

NORMAL FORM OF ANNUITY

The normal form of retirement annuity under the plan is known as the "Modified Cash Refund" form of annuity. It provides that an annuity shall be paid to the employee commencing on his normal (or earlier) retirement date and continuing for as long as he lives, with payment to his beneficiary of any differences between one-half the total of all accumulated contributions allocated to his future service annuity benefit and the amount of future service annuity payments made to him prior to his death.

OPTIONS

The annuitant is privileged up to one year before retirement to select the Life Annuity, under which the payments are somewhat larger than the normal form of annuity but no provision is made for death benefits to a beneficiary. Under certain circumstances a Contingent Annuitant Option or a Ten Year Certain Option may be elected by the annuitant.

DEATH BENEFIT

A death benefit is payable if the participant dies before his annuity commences. The amount of death benefit will be equal to: (1) the total of all accumulated contributions for future service annuities, and (2) an amount of insurance approximately equal to ten months' regular earnings of the deceased as of the date of his death less one month's earnings for each full twelve months that have elapsed since the January 1 or July 1 coincident with or next following the effective date of his coverage. The exact amount of insurance will be determined on an Earnings Class basis and will vary according to the Earnings Class of the employee and the length of time which has elapsed since he became covered under the plan. The insurance feature terminates 31 days after his termination of employment.

In general, as the total of accumulated contributions for future service annuities accumulates, the amount of insurance is decreased. The insurance will cease at the end of the tenth year of coverage. Thereafter the employee's death benefit will be as described in paragraph (1) above and will normally be in excess of ten months' regular earnings.

The death benefit will be paid promptly upon receipt of proof of death and may be paid either

in a lump sum or in installments. Settlement by installments will be permitted if the sum of (1) and (2) above equals at least $1,000 and if monthly installments would be at least $25.

CONTRACT WITH CONTRIBUTING ORGANIZATION

Acceptance in writing of the terms of the Constitution and By-Laws of the National Health and Welfare Retirement Association, Inc., will constitute the contract by which non-profit organizations may become contributing members. The National Health and Welfare Retirement Association, Inc., shall have the right to approve or disapprove the application for membership of any health or welfare agency. Under the Constitution and By-Laws each contributing member organization is entitled to vote at the annual meeting of the Association.

It is hoped that in all of the larger communities the community chest will help to launch the plan and agree to serve as the transmitting organization for the contributions of the member organizations and their employees in that community. However, if no such transmitting organization is avilable, a contributing member organization may make its payments direct to the National Health and Welfare Retirement Association, Inc.

The prospect of an assured income under the National Health and Welfare Retirement Plan, combined at a later date with Social Security, should contribute greatly both to the success and the pleasure which a professional worker enjoys in his career. The period of endowed leisure following one's active years, devoted to the pursuit of hobbies and interests for which active life offers little opportunity, is something which everyone can contemplate with satisfaction. Joint participation by both the workers and the employers in making these benefits possible should do much to cement the friendly relationships which now exist in most health and welfare agencies.

1945 Delegate Conference Cancelled

The National Executive Committee at a meeting on January 12 cancelled the 1945 Delegate Conference originally planned for the three days preceding the NCSW in Milwaukee. This action was taken because of the demands of the war situation.

Other plans for participation of chapters and members in the Association's national program are being considered and will be announced soon.

A Fee Service Gets Established

By Sylvia Nachmani

Associate Supervisor, Jewish Social Service Association

IN February, 1942, the Jewish Social Service Association of New York City established the Consultation Center as an extension of the family case work services of the agency to a group who could afford and who wished to pay for case work help. The fee was thought of as the way of meeting the psychological need to pay for services received and differentiating the taking of this help in a setting other than the one that was historically associated with relief giving.

The origin of the new Center for the agency came about in the following way: Within the agency there had been noted for some time a decrease in the number of relief cases and an increase in the number of service cases; a rising incidence of clients with income who expressed the wish to pay for services; professional opinion on the part of staff and administration of the validity of case work service as a professional way of helping which justified the setting up of a demonstration to test the charging of a fee for the service. There was, furthermore, the encouragement from the board, a lay, philanthropic group, who had gained additional respect and understanding of case work through meetings with the staff, had learned something of what case work was, and looked upon the client group as men and women whose troubles were common to all people and not the exclusive property of those with low incomes.

The Consultation Center was set up in a separate office in a midtown section of the city and established for one year as a demonstration. There were a number of reasons for establishing it separately. It lent itself in this way more simply to interpretation as an addition to the agency without disturbing in any way its going activities and the community's understanding of them. It provided through interpretation a handle by which people could be reached who would have some hesitation about going to a family agency whose relief giving aspects were known. It kept intact a body of experience which could be controlled for purposes of study. In terms of its case work aspects, it made easier the training of staff and observation of how the demonstration took hold in the community, since this was an experience that had to be evaluated step by step. After the year's experience, when it had become clear in terms of increased case load and intake that the Center was meeting a real need in the community, it moved out of its demonstration period and fee charging became an integral part of the agency as practice.

It has remained a separate set-up because, firstly, the need to study the experience has continued, and secondly, what had been anticipated about those people who might not have thought of going to district offices still held true. Whether or not fee charging will go into the district offices is under consideration for the whole agency. A question which we bore in mind, and which I know has interested the whole profession, is how clients feel in going to a place where fee is charged in contrast to districts where service is free. It is something we have not answered definitely. For example, does the client feel as though he is going to a private doctor in contrast to a clinic? We cannot be too sure about this. We have not had enough evidence to point in one direction or another. Many people in a low income group choose to come to the fee division and pay even if it means a sacrifice; others are glad to avail themselves of the free service. The procedure has been to see everyone who makes an application and render a service whether it is paid for or not. Whether the client who remains for continued contact shall continue at the Center or go to the district office is worked out on an individual basis.

The fee scale itself was set up as a sliding scale related to family income. The fees range from $1 to $3, the $1 fee being geared to incomes up to $2,500 a year; half dollar increases are charged in proportion to additional income up to $5,000 a year. The maximum fee is $3, even where the income far exceeds $5,000

PUBLICITY FOR THE CENTER

Once the Center was established, the first job in which the Consultation Center staff participated actively, was undertaking to make known the existence of the new set-up. It was necessary to reach the population who needed the agency and make the services available. There was the additional task of breaking new paths for referrals, for the traditional sources such as hospitals' lower income patients, clinics, and other social agencies could not be used since they serve a different population. In short, a new clientele and new referral sources had to be developed.

The means employed during the first two years were the press, radio, articles in periodicals, individual contacts, and addresses before lay and professional groups other than social work. The staff and members of the Board and administration addressed themselves to parent-teacher associations, county medical societies, labor unions, col-

lege groups, nursery school staffs and other social agency staffs. Individual discussions were held with interested lawyers, physicians, psychiatrists, teachers and people in the insurance field. The foregoing constituted, as later experience proved, both sources of referrals, and client population in themselves.

In the process of breaking new ground what emerged was the somewhat startling fact that vast portions of the population know nothing about social work. Not merely would certain groups refrain from using district services because they were free, but because they were ignorant of the existence of most social agencies and had but the vaguest ideas of the function of the agencies and the purpose and way in which social services are administered. The task of interpreting the Center, therefore, had to be temporarily sidestepped and workers found themselves interpreting first the general field of social work and only secondly the family case work agency with special emphasis on the Consultation Center. There were, however, highly productive results, for social workers found themselves for the first time addressing themselves not to the contributing community (in terms of organized philanthropic groups) but to the potential client groups; to the people themselves who were told about the way in which they could be helped and who responded directly.

A conclusion reached was in the nature of a discovery of a second service. Not only was it necessary to render the specific service for which the agency was set up, but it was urgent to make it known and available. The thinking arrived at, which is not unique to the JSSA but is doubtless shared by the whole profession, was that unless a service is made known it becomes limited and does not provide what is so seriously needed particularly now in wartime, when a world in a state of radical change imposes new dislocations in family living and needs are rapidly changing. It was felt that the whole experience proved the possibility for social workers themselves to open new channels of interpretation and service. Furthermore, it is their professional and social responsibility not to operate within the limited areas they were formerly confined to by the concept that social work was for the economically underprivileged alone.

During the current year the interpretation job of the Center has been assimilated into the interpretation program of the entire agency. During this time there has been an educational program in the course of which there have been meetings with groups in allied fields—educators, psychologists, and members of the press. In the course of these meetings the agency has shared its experience through case presentations of the actual work done, offering the opportunity for free discussion and questions to people who feel far more ready to make use of and spread the knowledge of social services about which they have conviction.

THE PRACTITIONERS' REACTIONS

I should like to mention something of the practitioners' early experience and reactions. The initial effect of fee on the case worker was an interesting one. There was no body of experience to draw from and, correctly or not, the workers felt in the beginning that they carried the burden of determining the demonstration a success or failure. They felt that they were being tested out both by a new group of clients and by the profession as a whole. Secondly, the staff had derived its experience in an agency where they had given money, not taken money for a service rendered within an interview, and this brought about a marked change in feeling toward the client that was fraught with considerable apprehension and anxiety for the worker. The skills and understanding of dealing with a person who comes for help on the receiving end were sharply dislocated for a while. The kinds of control, the balance that had previously been achieved between client and worker were disturbed. Since no stressing emergency motivated the client to come for help, his coming seemed to indicate greater self-determination, and as a corollary, he might choose to withdraw from contact on his own terms, using payment as a way of evaluating the service.

In terms of tempo there had been an impulse to work more quickly in order to show the client tangible evidence of our ability to help. Often the client came with a request for a service such as a specific piece of advice or a logically complete solution to a problem which he was prepared in a sense almost to buy. The worker was sometimes conflicted by wishing to render the service and knowing on the other hand that this was not the case work process about which she had conviction in the past.

I am speaking of the initial attitudes and reactions of the worker. Now after three years' experience a great deal has been restored and much has been gained. As the worker began to learn how to use fee in a case work sense, and continued to learn, a body of knowledge grew upon which she was able to draw and add; the knowledge of the case work way of helping has been reaffirmed so that the practitioner realizes her right to establish certain controls in contact, even if the contact is being paid for. If the case worker has conviction about her helping role she can become related to the dynamics of the helping process and use constructively whatever the set-up provides. The feelings of a client in need of help are not basically different whether he pays or not, so that a worker, secure in her skill, can relate to another's need for help. Naturally, a client who receives relief presents a different problem but this will not be developed here.

THE CLIENTS' ATTITUDES

I should now like to say something of what was learned about the clients' attitude toward payment. During the first few months of the demonstration, the fee and the fact that people paid was something of a shock to the workers but it was not such a shock to the clients themselves. Primarily this was a group who were accustomed to pay for all services, such as medical, educational and others, and then a great many already knew, before they came, that they were coming to a fee charging agency. Originally a great many came who were not able to pay, but as publicity became clearer those who came were able to and did pay the fee. During the Center's entire existence there were perhaps only three or four clients who were able to, but who refused to make the payment. Then the choice is always given; it is not ability alone, but the clients' wish which is considered in determining where contact is to be held. If the client chooses to use the district, the district is available to him. When clients come to the agency, whether to the Consultation Center or the district office, and the income pertinently warrants this discussion the question is taken up at intake and the choice is left to him. Naturally, when there is a relatively large income and the client is patently able to pay but does not choose to do so, it poses a case work problem of whether he is truly eager to invest in being helped, but this is left to be worked out in the contact, for it is bound to express itself in other areas.

THE PROBLEMS BROUGHT

The problems which clients bring to the fee district are very much the same, except for those related to inadequate income, as those problems which are brought to any family agency. There are marital situations, trouble between parents and children, problems related to mental and physical illness, problems of reorganization in family life because of the war, planning for the care of children of working mothers, etc. The war related problems are not unique to the Consultation Center. They impinge on the activities of all social agencies. There is another group of problems expressed not in relation to a specific situation but by clients' dissatisfactions with themselves as the kind of persons they are—dissatisfactions with a job and social adjustment that is more indicative of internalized difficulty than of environment. Very frequently, because there is a larger income the request for a solution of the difficulty comes in a different guise. A rejecting parent does not seek placement but a boarding school. Families of emotionally disturbed or mentally ill persons do not seek commitment but private psychiatrists. Children of aged parents may use a nursing home as a temporary way of having the parent taken off their hands rather than work through a plan which may involve a home for the aged. Because there is more money clients may seek out solutions that are socially more acceptable, but the feelings they experience in turning to these solutions are common to all human beings who are in trouble with themselves and their families at one time or another. Therefore, although a problem might have been cloaked in another kind of content, this was only a minor difference from former case work experience which was easily penetrated and understood. As to who actually are the clients? There have come doctors, engineers, business men, lawyers, men in the armed services, social workers, other workers in social agencies, workers in industry, housewives, mechanics, college instructors and college students, accountants, workers in defense industries, in other words—everybody.

In conclusion I should like to say that fee charging alone is not necessarily an extension of case work service. The service as it is offered to the community has to be understood by those offering it and those receiving it and it has to be tested so that there is justification for charging. The experience of the Consultation Center during the demonstration period proved its validity and need. Its subsequent growth was based on what had been learned during the demonstration period and the agency's constant sensitivity to the needs of the community.

Reemployment of Veterans

Community Chests and Councils, Inc., in a memorandum to its member agencies, proposes that they each employ one or more returning servicemen formerly in the field, for one year. This would give the men temporary jobs in the kind of work they wish to do until they could be placed permanently. The Board of CCC voted to allot funds for the employment of such a person on the national staff for a maximum of one year. No attempt is made to suggest to the local chests a uniform type of project for the men to do, but it would be assumed that they could be of valuable service in working on special studies or demonstration jobs—doing some of the things that local chests have not had time or staff to do before. CCC will serve as a clearing house for local chests and for the returning veterans.

Dane County

Two Years' Program of a Small Chapter

SOCIAL workers agree that they have a responsibility to inform the public not only concerning their technical activities but also about what they find to be the causes of the situations they encounter and about the interrelatedness of environment and personal distress. Since they recognize the imperative of attempting prevention, it follows that they must devise means for carrying out an educational process. With this conviction in mind the members of the Dane County, Wisconsin Chapter of AASW, worked out a 1943–44 plan first for expanding their own knowledge and second, for providing educational opportunity to the community on current economic and social problems. The chapter comprises 25–30 members. Madison is the county seat and also the location for both capital and university.

The program committee outlined a one year study project of the National Resources Planning Board report, *Security, Work and Relief Policies.* All members of the group read all assignments and at each monthly meeting two or three persons acted as expert discussion leaders on a particular topic. For example, the staff of the Bureau of Public Assistance handled the subject of public aid administration.

One of the reasons for the careful study of the report was to provide background knowledge for participation in several public discussions planned by the group and built about the subjects of social planning and social security. This part of the year's program was a cooperative venture. The Community Union (the local Chest and Council of Social Agencies), the University, and the Chapter planned and financed it. Five dinner meetings were arranged, the expenses of the out-of-town speakers being cooperatively borne. The publicity was carried on by the Community Union and the other details were arranged by the chapter. Attendance at the meetings varied from 75 to 175.

At the first meeting Professor John Gaus of the Political Science Department of the University talked on *Planning and Our Federal Form of Government.* Planning, he said, is a continuous process and clearly conceived and carried out is democratic. When Congress denied funds to the National Resources Planning Board for continuing activity, it was apparently acting on the conviction that planning means bureaucracy and autocracy. Planning must occur on all levels of government. Public works, public assistance, social insurances, the social services, all require cooperation between national, regional, state and local units of government.

In the second talk, Professor Walter Morton of the Economics Department of the University predicted some of the economic problems of the post-war period, and pointed out that unemployment and depression are inevitable unless government and industry work and plan together. Government *must* be prepared to assume ultimate responsibility for prevention of human suffering. He took a divergent position from that of the Committee on Economic Development and favored a continuation of high taxes in the post-war period. His speech provoked much comment particularly from business men, one of whom felt that the Community Union should not have sponsored such an heretical speaker!

At the third session, Dr. Eveline Burns, Director of Research for the National Resources Planning Board's report on *Security, Work and Relief Policies,* summarized the significant data and recommendations of the report. She emphasized the need for knowledge of data and for a broader community understanding of the problems of insecurity even though there may be disagreement as to

Each month this department carries a description of an interesting project developed by one of our chapters. This month's contribution comes from Dane County, Wisconsin. The Dane County Chapter was founded in 1930 and had a membership on November 28, 1944, of 33. Mrs. Bernice W. Kane is chapter chairman.

how to assure income security. Her meeting and the following one at which Charlotte Whitton, formerly of the Canadian Welfare Council, spoke were best attended. Miss Whitton summarized several of the recent social security developments in Canada and outlined suggested programs. She pointed out that in Canada as in the United States there must be carefully worked out relationships between the Dominion and Provincial governments and that there must be an expansion of the social services, which she called social utilities, of social assistance, and of social insurance. She favored a tax supported universal health program analogous to public education rather than a health insurance scheme similar to that proposed in our Wagner-Murray-Dingell Bill.

At the last meeting, Howard Russell, Director of the American Public Welfare Association, talked on the needs of veterans and on actual and suggested programs for their benefit, including the "G. I. Bill."

It is, of course, impossible to measure the effects of these public meetings. It is clear, however, that numbers of people both social workers and laymen had an opportunity to hear discussions on current problems by outstanding authorities and liberal thinkers. What the challenge meant to each member of the audience no one can tell.

The members of the chapter felt that the study plan was beneficial and asked that one be carried on the next year. The result is that eight monthly meetings have been arranged for 1944–45 on the general topic of present and post-war welfare needs and programs, national, state, and local. The specific subjects include: disability insurance, health and hospital insurance, health programs, unemployment and old age insurance, public assistance, special services, mental hygiene and veterans. The chapter is divided into committees, each member selecting the committee of his special interest. Each committee is responsible for presenting materials on a given subject. For example, five persons chose to study health insurance and divided their assignment into, (1) English proposals as presented in the Beveridge report and the 1943 White Paper, (2) The Canadian, New Zealand, Australian, South African provisions and recommendations, (3) Selected state and industrial plans in the United States, (4) The AMA point of view, (5) The provisions of the Wagner-Murray-Dingell Bill and the recommendations of the Social Security Board and National Resources Planning Board. Each committee is free to invite any available authority to participate in the discussion. All members of the group are reading the Wagner-Murray-Dingell Bill, the Social Security Board reports, the "G. I." and other bills pertinent to the topic of discussion.

About 20 persons attend each meeting and the interest of the group both last year and this has been genuine. Persons who have attended irregularly or who have been silent when they did attend are eager to participate. The atmosphere of informality is increased as all meetings are held in the homes of members and co-hostesses serve simple refreshments. The public meetings are omitted this year largely because of cost and absence of dining facilities. The officers plan only one business meeting for the year and carry on a minimum of indispensable business at each meeting. A few committees, as membership and recruiting committees, function continuously. A mimeographed bulletin sent bi-monthly to members summarizes current material including that from the national office.

It is too early to predict whether interest in a study group will carry over into another year. It seems obvious, however, that for this particular small chapter at this time the combination of a carefully but democratically planned program on current vital topics, of committees to work on special subjects, or prepared suggestive bibliographies, of common reading by all, of home meetings, of a minimum of business meetings, meets its needs.

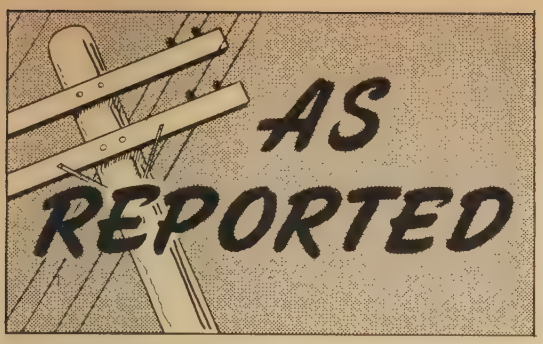
Helen I. Clarke
Program Chairman

A War Department Appointment

Mrs. Elizabeth Healy Ross has been appointed Psychiatric Social Work Consultant to the Neuro-Psychiatric Consultants Division, Office of the Surgeon General. In this assignment Mrs. Ross, who is continuing as director of the War Services Office of the AAPSW, will be giving assistance to the Surgeon General's Office on military psychiatric social work problems.

Memorial to Mary Irene Atkinson

A group of friends of Mary Irene Atkinson are sponsoring a memorial to her and are inviting persons who knew her to participate in it. The plan provides for the preparation of a volume of appropriate abstracts from Miss Atkinson's writings. These will be assembled in a book to be made available to young people in colleges, schools of social work and social agencies. Persons wishing to participate are invited to send a remittance to Miss Kathryn Welch, Treasurer, Atkinson Memorial Fund, Children's Bureau, U. S. Department of Labor, Washington, D. C.



Toledo

The Toledo Chapter is sponsoring two two-hour extension courses under Professor Ralph Fletcher of the social work school of the University of Michigan. The courses for the fall term are "Labor Problems and Relation to Social Work" and "Programs of Social Security." Both courses carry regular credit in the Social Work School of the University.

Excellent response was received from all of the social agencies in the Toledo area and especially from the public assistance group. The largest registration was received from the Aid for the Aged. The total registration was 59 students.

Details and arrangements for the extension courses were handled by the chapter's special committee on education. The members of the education committee have become a permanent standing committee and are making plans for additional courses to be sponsored by the chapter during the second semester.

Washington, D. C.

In Washington, D. C., one of the current developments as part of the demobilization plans is the training program for the disabled American veterans arranged through the Veterans Administration at American University. This program gives 20 weeks intensive training followed by 18 months internship in the field. Successive classes begin at 10-week intervals through December, 1945.

In this rehabilitation program disabled men and women veterans from all parts of the country are selected for training as counselors and as leaders in their various communities. The counselling aspect of their work is being given by an Association member, Dorothy V. Thomas. The counselling course attempts to give some understanding of human behavior and techniques of counselling with emphasis on referral of social and emotional problems to appropriate community agencies.

Nashville

The Nashville Chapter has been very much interested in the past month in giving interpretative material to the incoming Governor of the state regarding the importance of the Department of Public Welfare and its need for qualified personnel. An effort has been made to secure the support of state-wide organizations, such as, League of Women Voters, PTA, and the Federation of Women's Clubs in presenting to the Governor this material and urging him to give consideration to the qualifications outlined in the appointment of the commissioner.

Twin City

Twin City Chapter has been active in working with interested groups to promote desirable legislation on the state level, sponsoring an open meeting to present issues to be considered at the 1945 legislative session. As a result of this joint effort a comprehensive legislative supplement has been prepared and will be widely distributed. The Government and Social Work Committee of the chapter will follow this pattern on federal legislation to expedite action.

Western Kentucky

Early this fall it was announced that a cut in the various categories of public assistance was imminent due to inadequate appropriations by the last legislature. At present, grants for old age assistance and aid to needy blind cover only 70 per cent of the minimum subsistence needs based on 1941 living costs and grants in aid to dependent children cover only 50 per cent of the minimum subsistence needs based on 1941 living costs. It had been tentatively estimated that the proposed cuts would reduce all grants in the three categories to approximately 43 per cent of minimum subsistence needs based on 1941 living costs.

At its regular meeting on October 23, 1944, the Western Kentucky Chapter of the AASW protested against the impending reductions and urged the Governor to call a special session of the legislature to appropriate additional funds for public assistance in order to avoid any further reduction. Excellent newspaper publicity resulted from this action and similar action was taken shortly thereafter by the Louisville Council of Social Agencies and many statewide groups including a group of legislators.

In the correlation of the efforts of the various groups, the Western Kentucky Chapter of the AASW assumed the responsibility for providing specific case study material for publication in order that the public might be better informed of the true meaning of such a reduction to the recipients.

A committee of the chapter also was authorized to consult with the newspapers regarding the best use of such material.

This action was followed by similar action at the Kentucky Conference early in November and all groups are continuing their efforts toward urging the calling of a special session of the legislature.

New Jersey

The chapter at its last meeting focused a great deal of discussion on an important governmental issue in New Jersey; namely, the revision of the state's hundred year old constitution. This specific subject was considered under the broad question posed by the program committee: has the social worker a contribution and responsibility for guiding government and public opinion relating to social matters?

The pros and cons on the question of constitutional revision were presented by the president of the state League of Women Voters and the president of the state council of the Congress of Industrial Organization. The attendance at the meeting, the lively discussion by chapter members and the differences of opinion on the issues involved left no doubt that many social workers feel a responsibility for, and are doing something about, good government.

Dane County

The Dane County Chapter cooperated with the Milwaukee Chapter in a luncheon meeting at the biennial Wisconsin Welfare Conference held in Milwaukee in October. Joseph P. Anderson, executive secretary, was the guest speaker, discussing current trends in social work, aspirations of the Association and cooperative work, such as with UNRRA, already underway.

The chapter is issuing a monthly bulletin in an effort to eliminate routine meetings, thus leaving time for the study program. This year's program is built upon the Wagner-Murray-Dingell Bill, the GI law, the Eighth Report of the Social Security Board, and other federal and state legislation. The bulletin will summarize materials received from the national office as well as other current material. It is sent to every chapter member.

Mrs. Rosamund Doran, legislative chairman, will represent the chapter at legislative sessions and will report pertinent materials at chapter meetings.

New Orleans

Larry Rogin, educational director of the Textile Workers Union (CIO), was in the New Orleans area and made himself available to the chapter for its November meeting. He discussed "Labor's Views on Community Planning." Mr. Rogin is also the CIO representative of the national joint clearing body of Community Chests and Councils on labor's participation in health and welfare planning and is a member of the Adult Education Committee of New York City. The meeting was open to all social workers and interested friends, some of them labor leaders, and was well attended. The timely and significant subject matter called forth an enthusiastic response. As one agency executive expressed it, "It has been many a moon since our chapter has had such a lively and stimulating meeting." Mr. Rogin's discussion strengthened our growing recognition that labor leaders and social workers have many goals in common.

Georgia

Georgia's chapter is glad to report increasing interest shown by good attendance at the meetings as well as lively discussion. The program for the year might be called "Keeping Posted." Speakers in specialized fields with subjects of current interest to social workers are appearing before the group.

The recent regional meeting of the Child Welfare League had two of our members on the program. Mrs. Elizabeth Fisher conducted an institute and Mrs. Harry Chester spoke on Interpretation. Mrs. Henrietta Street was on the program committee for the regional meeting of the Child Welfare League.

Central Missouri

Concern with constitutional and legislative provision for welfare programs is currently receiving major emphasis by the chapter, as a new constitution is to be submitted to the voters of Missouri on February 27, and the legislature convenes early in January. At the chapter meeting on December 1, Professor L. E. Meador, head of the Department of Economics and Political Science at Drury College, Springfield, Missouri, who was one of the outsatnding delegates to the recent constitutional convention, and who has long been active in welfare activities in Springfield, discussed the aspects of the proposed constitution which are of concern to social workers. He emphasized not only the importance of the specific section relating to health and welfare, but also provisions relating to the taxing authority of counties and for inter-county cooperation which are of concern because of their importance in enabling counties and localities to maintain and finance sound public programs.

At the same meeting N. Ruth Wood, legislative chairman of the Missouri Association for Social Welfare discussed the legislative program

of that organization. A delegate was chosen to represent the chapter at a meeting of persons interested in social work to be held in St. Louis on December 14 for the purpose of considering recommendations to the legislature for suitable health and welfare legislation to implement the new state constitution if it is approved.

The membership committee of the chapter is distributing an educational questionnaire to all practicing social workers in the state. It is anticipated that this will serve at least three purposes. These are: (1) to determine the academic background and experience of persons practicing social work in the state, (2) to acquaint these persons with the existence and objectives of the AASW, and (3) to provide the chapter with material with which to place eligible workers in contact with scholarships and fellowships offered by schools of social work.

Cincinnati

Because of its strategic location Cincinnati has a particular need for a social protection program. The city has in mind the protection of its children and women who come to the attention of law enforcement authorities or who are likely to do so, as well as a desire to cooperate with the government in its efforts to protect service personnel. Accordingly, members of the city council and the safety director have been studying the situation with a view to establishing the necessary procedures for such protection. The problems of administration have not yet been completed, but the chapter, through the Government and Social Action Committee, was largely responsible for the organization of the testimony to be given at the city council hearing on the plan. The chapter was also active in establishing the proposed qualifications needed for the personnel of such a department and has emphasized the fact that the success of such a plan for social protection depends upon the ability and training of the persons responsible for its functioning.

Erie

The chapter has, for some time, been interested in sponsoring university extension courses for workers who wish to secure social work credit in this way, as well as for some who desired further knowledge without credit.

As a result of chapter planning, Mrs. Cornelia Hopkins Allen, of the School of Social Work of the University of Buffalo, conducted in Erie a class in "Differential Treatment in Social Case Work." It extended from September 19 through November 1, 1943, and was so greatly appreciated that it was followed by a course in "Public Welfare, Its History, Existing Program, and Future Development." The instructor of this second course was Dr. Niles Carpenter, Dean of the School of Social Work, University of Buffalo. It opened on January 25, 1944, and ran for 12 consecutive weekly sessions of two hours each.

A third course is now being given, the subject "Medical Care and Illness in Relation to Social Work." Membership was limited to 40 students and requests for enrollment far exceeded this number. Buffalo University School of Social Work is again supplying the instructors, who are Miss Anna Gaw and Mrs. Mary Knibloe Cleesattel.

New York City

Along with 16 other civic organizations who have gone on record as favoring a limited veterans' preference proposal for civil service in New York State, rather than a sweeping constitutional amendment, the chapter was lauded in a recent editorial in the New York Herald Tribune for its position in this matter. This action was followed by sending a pamphlet to each member of the chapter presenting these two propositions and the reasons for the chapter's action.

The chapter's Committee on Veterans is clarifying further the stand which it believes the chapter should take regarding proposals for veterans' preference in civil service. It is also interested in learning more about veterans' organizations, their policies and programs, in an endeavor to define common objectives and to stimulate cooperative relationships between such organizations and social work.

Carried over from last year's program, the committee wrote a letter to all members of the chapter in the armed forces describing the activities of the committee and inviting comment. Several letters, with helpful suggestions, were received both from members in camps in this country and overseas. Six of those who responded have become "corresponding members" of the committee, will receive summaries of the committee's work, and will be asked for advice and suggestions from time to time.

The New York City chapter committee would welcome reports from other chapters on their experiences and programs regarding veterans.

Columbus

The public employment system of Ohio will undergo a thorough study and revision, if recent recommendations of the State Salary Study Commission are accepted by the State Assembly. Senator John T. Stephenson, chairman of the Commission, presented some of the highlights of the Commission's report to AASW members at

a luncheon meeting of the Ohio Council of the Association held in conjunction with the annual meeting of the Ohio Welfare Conference on November 28.

Most important items in the Salary Study Commission report call for a complete revamping of the Ohio Civil Service Commission, thorough study and analysis of all positions in the state service by a nationally known agency well equipped for such a survey, and recognition of service in the state employ as a career service. Recommendations would replace the present two member Civil Service Commission with a five member non-salaried, non-partisan board and a competent, trained executive.

The State Salary Study Commission was created by action of the legislature, with senate and house each appointing three members, and three appointed by the Governor. During their deliberations, the members of the Commission visited Chicago and spent some time in discussion with the Council of State Governments.

Milwaukee

Recognizing that regular contacts with various colleges in the state by those representatives of the Milwaukee Chapter interested in recruitment was netting results in a limited way, the recruitment committee was still not satisfied.

They planned to continue their work with colleges but thought that it was equally important in long-time planning to reach those young people in high school who know only the social workers of the movies and look with horror at the idea of becoming one of them. Teen-agers look to their vocational guidance advisors for help and yet these advisors were found to have little or no understanding of the profession, its requirements and opportunities. The committee is now contacting these advisors both individually and in groups to give them informtaion which can be passed to students who are anxious to prepare for a career. These students will then be better able to plan their college course so that they can meet the requirements of a professional school.

Chicago

The chapter is conducting a flourishing, if not profitable, placement service. The original idea was to recruit interested persons to the field of social work as much as to assist trained workers by finding out where the vacancies are. One unanticipated result of the announcement was the number of would-be employers we have interviewed.

Two months of effort show the following: 38 agencies listed vacancies with us. Many agencies have more than one vacancy. There are a few positions for supervisory and administrative personnel. Medical, psychiatric, family and child welfare case workers are needed. There are vacancies for group workers. There are federal, state, county and city jobs available—in Chicago and out of Chicago.

So far we have given service to 41 persons, 14 of whom were chapter members and 6 others were trained or experienced social workers (making a total of 20 social workers); 14 had college degrees in the social sciences; 7 were untrained and/or not contemplating training; 3 were veterans.

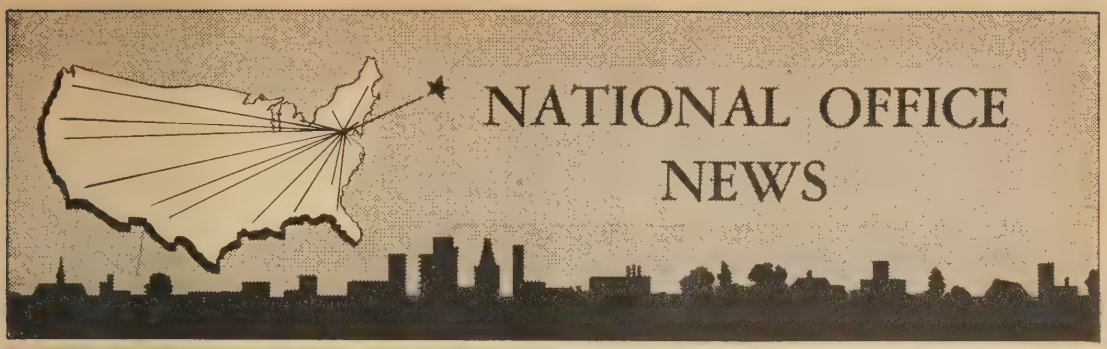
No plan has been developed for securing information from the agencies as to how many placements are made through chapter referrals.

Buffalo

In October, the American Association for the Study of Group Work (Buffalo), the Council of Social Agencies and the Buffalo Chapter, AASW, cooperated in sponsoring a series of seven meetings with the leadership of Miss Helen Rowe, U. S. Children's Bureau, on the general subject of Coordination of Case Work and Group Work. As many as fifty people attended some of the sessions.

Outstanding points included the need for more careful referral from one agency to another and with much more care in preparing the client for the service which the agency, to which he is being referred, could give; referral should be by more formal method, i.e., by summary or conference rather than a telephone call, etc.; group work and case work agencies can do little unless each has the role of the other clear, and the client understands this also; more should be done around interpreting group work agencies general program to case work agencies and vice versa; material about individual clients should be handled by professionals, not volunteers; group work agencies should not offer case work services, but a case worker should be available to talk with parents who come in, or talk with clients who indicate a problem—refer to a case work agency if it is indicated; more should be done with the "natural" groups which might use existing agency plants but cannot enter the organized programs.

Miss Rowe served as a stimulus to group workers and case worker alike, who are ready to plan a more helpful way of working together for the benefit of people whom they serve. The interest is great, and in response to it the Council of Social Agencies has organized a committee to formulate ways and means of putting into operation some of the ideas given us by Miss Rowe. The Buffalo Chapter of AASW will have representation on this committee.



Miss Binder Leaves National Staff

IT is with regret that we announce that Miss Gertrude Binder has left the national AASW staff. Miss Binder was employed on February 1, 1944, as Assistant Executive Secretary, and assumed major responsibility for the recruiting program of the Wartime Committee on Personnel. Her work on the recruiting program included the preparation of pamphlets and leaflets, a radio script and material which was used by national magazines. Chapter recruiting committees will remember her for the assistance she gave them and her efforts to arrange for an exchange of information among these committees. In addition to the recruitment program, Miss Binder was responsible for THE COMPASS and other publications of the Association. The improvement in content and format of THE COMPASS is largely due to her work. Although Miss Binder was employed on a temporary basis, as the program developed it was our hope that we could keep her as a permanent member of the staff. Efforts to obtain the necessary funds for this part of the Association's program have not been successful, however, and for that reason it was necessary to curtail the recruiting program. Miss Binder is now working on the staff of the National Probation Association.

Subcommittee on Civil Service

A Subcommittee on Civil Service of the Wartime Committee on Personnel has been established. Its membership is composed of representatives of all of the organizations on the Wartime Committee on Personnel. At its first meeting on December 15 in Washington the committee spent most of its time drafting a plan for chapter activity with merit systems and civil service commissions. It also discussed some of the problems involved in evaluation of military experience as qualifying experience for civil service jobs.

Newsletter to Members in the Armed Forces

The first newsletter from the Wartime Committee on Personnel to members in the armed forces went out in November. It included a condensed statement on the results of the questionnaire and information about educational rights under the G.I. bill. The second issue is expected to go out the middle of January and will carry news about international relief and rehabilitation.

Conference on Medical Care

The AASW was represented at the Conference on Medical Care called by the National Physicians Forum in Washington on December 8 and 9 by Miss Elizabeth Magee, Mr. Alton Linford, Mr. Rudolph Danstedt and the Executive Secretary. The conference was attended by about 200 persons representing professional, labor and consumer groups. The agenda included general sessions and panel discussions of the following topics: need of medical care and hospital facilities; method of payment; quality of medical care; medical care for veterans. A summary of the proceedings is to be made available at some later date. The conference was extremely helpful in providing background for the national Committee on Organization and Planning which is preparing the final draft of the Association's statement on medical care. The material sent in by chapters in response to our request in the last issue of chapter notes was very helpful to the AASW representatives.

Conference on Labor Legislation

At the invitation of the Secretary of Labor your Executive Secretary attended a meeting on labor legislation, held in Washington on December 12, 13 and 14. The conference provided an occasion for bringing together official representatives from the labor departments in the various states. The agenda included discussion of the following topics: state regulations of wages and hours; migratory labor; safety, health and workmen's compensation; child labor and industrial relations.

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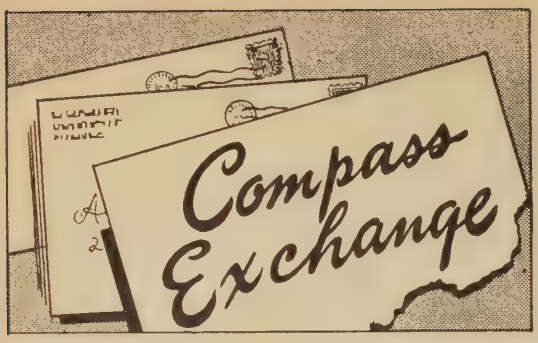

More About Industrial Social Work

Dear Editor:

I was glad to read the three articles in the November COMPASS describing jobs which social workers are doing in settings which are outside the usual agency structure. I believe that only by an exchange of information as to what such individuals are doing will social work as a profession know whether it has a place in an industrial setting.

It seems to me that no single pattern for functioning has developed as people were hired in industrial companies to deal with employees' problems. Even titles for the jobs have not been uniform. Counseling means something different in almost any plant which has counselors. Besides counseling, personal services of various kinds have developed, all with different organizations and methods.

At Curtiss-Wright, Airplane Division in Buffalo, New York, there have been both counselors and personal service workers. All of these people have been representatives of Management working in the interest of the employee and trying to make industrial life happier and therefore more productive. Counselors work in offices on the factory floor and are available for help on all sorts of problems with the exception of what would be labelled a grievance under the Union contract. In this connection it should be observed that a clear-cut delineation between the function of the Union and the function of the personnel counselors has been made and is clearly understood by both Management and the Union.

Employees Personal Service is more specialized and handles personal problems which are directly concerned with out-of-plant conditions. Employees Personal Service makes home calls, is the liaison between community social agencies and the plant, and administers a fund of money from which grants may be made to employees who are ineligible for assistance from other agencies but who are nevertheless in need of emergency financial aid. This money is the profits from vending machines located throughout the plant, as well as the fines for lost identification passes and badges. Problems include child care, marital and domestic difficulties, budgeting, planning around illness, special health needs, etc.

The supervisors in Employees Personal Service have always been trained social workers and this department has been able to operate much more as a social work agency than most counseling departments have.

I think we must grant that these departures in social work do not follow a precedent or pattern. I think that the greatest contribution which social work has made to industry has been to furnish personnel with training which is particularly appropriate to deal with the kind of requests for help which get to a personnel department. In addition, social work has been responsible for the techniques which workers have used, particularly short contact interviewing and all that it implies, and the recognition and diagnosis of problems as to their seriousness or non-seriousness. On the other side of the picture, industrial social work has furthered the use of community resources and has been a welcome source of referral to community agencies.

This is one of a number of reasons why professionally trained workers are of particular value in industry whether it be in counseling or in a personal service department. They have been and can be a valuable means of interpreting to a large number of people who are today donors and who also are potention clients the function of the social agency in the community in general as an all-round service rather than only a relief agency.

Looking at the whole picture with its variety and confusion I cannot help feeling that the professionally trained worker in industry or in a Union finds his greatest strength as a focus of interpretation.

ADELE B. MORRIS
Employees Personal Service

Post-War Social Work

Dear Editor:

I am a graduate of SASS in Cleveland (Western Reserve Univ.) and for approximately a year I worked with the Division of Aid to Dependent Children, Juvenile Court, in Cleveland, as a case worker. My employment there was interrupted when I was inducted into the Army in May, 1942. At the time of my induction "263" was unheard of. Social workers did not have a place in any Army classification. Through good fortune my interviewer at the reception center took an interest in my educational background and gave me as my civilian occupational specialty the classification 289 which at the time was Personnel Consultant. Immediately thereafter I was assigned to cadre as an interviewer where I received the classification 275—Class. Specialist. This has been my classification during my Army life. I am at present somewhere in England with a replacement depot doing classification work.

Unfortunately, the fact that I have case work background does not lead the Army to believe I can be of great value in a domestic installation. My value as a 275 would, according to Army officials, be far greater than a 263. For social workers who are just entering the Army the present War Department circular gives them a big chance. What of those with a year or two of Army life behind them?

All of this is leading up to something which I wanted to get off my chest or on to paper. What of post-war psychiatry? Case work?

At the moment I don't think I would find much satisfaction in looking forward to a number of years as an *Army* psychiatric social worker. True the installations might be in the states but then I'd still be in the Army. After over two years of Army life I want to get back as a civilian social worker where

I would no longer feel that my body is directed completely by Army rules. The need for psychiatry is tremendous. I know, for I see the need daily. The Army will have a big problem on their hands. Hundreds of men will return to civilian life and find readjustment to a different life a bit difficult. They have read where men make $50–$200 a week. Won't the ex-soldier feel that he has been gyped unless he can get a comparable salary? You and I know this is impossible. Then too how about the men who have been wounded, or crippled? People forget about wars very quickly, also forget about the boys who sacrificed limbs in this fight for freedom.

Yes, there is a big job ahead and I want to be a part of that job. What has the AAPSW thought about demobilization of social workers? Have they started a strong move to get the social worker discharged so he is ready to get to work and help when the boys come home again? It has always grieved me that the social work organizations, schools and agencies which are potentially a gigantic pressure group have never been able to get together sufficiently to get things done. True, getting the 263 recognized and pressure on the War Department which led to circular 295 are steps in the right direction but there's a lot more to be done.

No one knows the problems of the soldier better than another soldier. A soldier psychiatric worker, although helpful, is at the same time helpless because he is caught up in the same basic situation, the Army. He must subordinate many actions because of Army rules and regulations. The out-and-out cases of psychoneurosis will undoubtedly remain under the care of Army doctors and hospitals. When this war is over that group will be but a drop in the bucket to the thousands of men not apparent P.N.'s but potentially are headed for P.N. Therefore the social work field must be prepared to handle this onslaught united and with personnel able to handle the many problems that will arise.

(Sgt.) Mervin Silverman

Unions and Social Services

December 21, 1944.

Dear Editor:

In light of the mention made in the November Compass by Constance Kyle in her article, "A Union Serves Its Members," of Detroit's War Chest appropriation to the Health Institute of the United Automobile Workers of America—CIO, it seems wise to clarify the nature of this grant and to say a word about our thinking as regards the relationship of unions and social service programs in the community.

It is difficult to see the analogy implied by Miss Kyle between the Detroit War Chest appropriation to the UAW Health Institute and some of the union social services which she describes. In the first place, the War Chest appropriation to the UAW Health Institute was made for two specific phases of the Health Institute's program, the Health Education program and the Psychiatric Service. The grant was made on the basis that the services proposed did not duplicate other services in the community. The philosophy of the War Chest is that a request for financial support may be made for any unduplicated service and that such a request should be considered solely on the basis of its merits rather than in terms of the source of the request. Mention should also be made of the fact that the services of the Health Institute are available not only to members of a particular local, or to UAW members, or to all CIO members, but instead are available to all union members in the community.

Turning from this specific phase of the Detroit scene, we come to the relationship which has been built up over the years between the unions and the social services of the community. The keystone of this relationship is the belief that the unions are an integral part of the community and as such are entitled to services from all existing agencies, rather than be forced to provide duplicate services for their own membership. A corollary of this has been the policy that if the existing services are found to be inadequate, we should work together toward improving them or toward meeting new and hitherto unrealized needs. All of us in Detroit are painfully aware of the fact that we have never had sufficient social services to cover the total community's needs adequately. To spread these services even thinner than they are now spread by establishing duplicating services for special groups in the community, whether they be union or other groups, seems patently a step in the wrong direction. Existing social services need strengthening, and admittedly in many spots there are long-needed shifts of program emphasis that have to be accomplished. The number of competent social workers available, instead of being divided among additional agencies, should be used to strengthen existing services.

Added to these factors are the sheer physical difficulties which would be encountered if the unions were to provide their own social services for their members. The number of locals in this community runs into the hundreds with their membership ranging from a handful of members to powerful locals numbering up to 65,000 members. Furthermore the membership of any particular local may live in all sections of the city, so that placement of services in a local hall is no guarantee of easy accessibility to union members.

In recognition of the common problems and common interests of the social services and the unions, the Detroit Council of Social Agencies in the spring of 1942 formally established the Division of Services to Labor. In reality this was but a crystallization of services which had been taking shape since the middle thirties. The purpose of the Services to Labor Division was to provide a liaison between the unions and the social agencies of the community. This Division seeks to acquaint the unions and their leaders with the many and varied kinds of services which are already available in the community. On the other hand, it works toward establishing a better awareness, on the part of the agencies, of the needs of union members, of their dissatisfactions with existing services, or their frustration at being unable to secure services for new problems as they arise. The Services to Labor Division serves as the clearing house through which agencies secure labor participants for their boards and committees, thus insuring that board or committee members chosen by agencies to represent labor are actually people who can speak for the labor movement. To the Services to Labor Division are brought for preliminary consideration

all projects in the social service field in which labor has shown an interest. Among these are new services requested or proposed by labor, as well as modifications of existing services.

Two current developments are indicative of the type of relationship which we are striving to build between labor and the social services of the community. Within the past few months there has been established a Community Information Service, operated by the Council of Social Agencies as a focal point to which all problems and questions in the social service field can be channeled. This service is not restricted to any particular group in the community, but is available to all—labor, management and the community at large.

Tying in with the program and philosophy that are basic to the Detroit pattern is the Union Counsellor Program being conducted under the joint auspices of the Michigan State Council of the CIO and the UAW-CIO. This program is designed to acquaint in some detail union members, who serve as union counsellors, with the kinds of services which are available in the community, with the problems which they may be expected to run across among their fellow workers, and with the best means of putting their fellow workers quickly and effectively in touch with the services they need. The union counsellors do not think of themselves as social workers. Their primary responsibility is that of providing a nucleus of informed workers who can in turn acquaint their fellow workers with the social services which their community is making available or can be expected to make available to them. In addition they provide an effective index for determining the spots at which existing programs are inadequate or at which no services whatsoever are yet available.

This is, in brief, the picture of how Detroit, confronted with the countless problems brought on or aggravated by the War, has attempted to make its social service resources more available to all of its citizens. The effort, as I have said before, has been predicated on the belief shared by the unions themselves, that they are an important segment of our society and that we should work toward making what services we have more effective, rather than establishing an additional structure of social services.

Sincerely yours,

Howard R. Studd
Secretary, Services to Labor Div.
Council of Social Agencies
Detroit, Mich.

V. A. Workers Organize

Dear Sir:

Veterans Administration social workers from the metropolitan area who have been meeting in New York for several months have now formed a permanent organization designated the North Atlantic Group of Veterans Administration Social Workers. Our membership includes all social workers assigned to Veterans Administration hospitals or regional offices at the Bronx, Castle Point, and Northport, New York; Newington, Connecticut; Lyons, New Jersey, and Coatesville, Pennsylvania. Plans are underway to offer corresponding membership to social workers employed by the Administration throughout the country. Essentially our purpose is to improve social work standards within the Administration by affording our staff the opportunity to meet together to discuss our program in its various phases, by enlisting the interest and support of national and local social work organizations, and by formulating definite recommendations about function and policy. Officers for the current year in addition to myself are: Miss Hazel Dahl, secretary, Castle Point, New York, and Miss Winifred A. Gibbons, treasurer, Bronx, New York.

Realizing that we have not previously been articulate as a group, we are eager to have the social work field know that we have organized, that we shall welcome suggestions from interested colleagues, and that we are concerned not only with our own program but with community programs for veterans.

Emily R. Scanlan
Chairman, North Atlantic Group,
Veterans Administration Social Workers

The New Format Is Approved

Dear Editor:

May I congratulate you and your staff upon the great improvement in The Compass?

The November, 1944, issue came yesterday, and I was delighted to find it using glossy paper. The other quality of paper always puts my teeth on edge when winter-chapped fingers stuck to it. Then, seriously, the titles in heavy type and the sub-titles breaking the longer articles are very helpful to the eye, and invite one to continue reading. All these little things do count in catching and sustaining reader interest. People have always complained that The Compass was too heavy. And it can still throw off a little ballast in length of articles and number of pages. I once heard of a man who sent a book to his publisher and was told to cut it in half. The man hired an expert for that job and paid $12,000 for it, so the story goes, and I feel sure it was worth it—for condensing is a science and an art.

I think the "Chapter by Chapter" section is fine. Keep it up. The "Exchange" section is quite an asset. These things make The Compass far more human and more practical.

Nell Whaley
Frankfort, Ky.

Dear Russell Kurtz:

Just a note to tell you of my spontaneous reaction to the recent issue of The Compass. When I took off the wrapper and glanced through the pages, I was anxious for the opportunity to read it from cover to cover. This is very superficial I know, but at the same time I believe, significant. It has "appeal" so to speak.

I think the Committee has made some much needed changes, and I want to congratulate you and the Committee on the improvements that have been made.

Sincerely,
Howard Keeler
Pittsburgh, Pa.

Dear Editor:

I wish to congratulate you upon the new and beautiful COMPASS. I was perfectly thrilled to see it. It is remarkable the number of constructive changes made in THE COMPASS.

LEONA MASSOTH
Chicago

Sir:

I want to express my personal appreciation of the attractive appearance of THE COMPASS and, more important, its interesting content. As social workers from all over the country make contributions to it their interest will increase.

Sincerely yours,
ANNA A. CASSATT
Raleigh, North Carolina

A Report from Overseas

To the Editor:

I have refrained heretofore from writing THE COMPASS regarding welfare work as carried on under Civil Affairs in North Africa, Sicily and Italy, although I know many of you may be interested in this subject. I have not had the time, nor is it possible to make a brief report and still convey an accurate idea of so many sided an activity. The factor of censorship also makes such a report almost impossible to write. Yet it seems to me that every social worker has a vital stake in what is done for, whether our Civil Affairs Officers realize it or not, what they do or do not do has a profound effect upon the whole post war development and certainly this is *our concern.*

The same situation with respect to making any kind of comprehensive report on welfare activities obtains in France, as in the countries mentioned above, but I cannot refrain from telling American social workers with what satisfaction I have viewed the work of our French colleagues. French social workers, as you know, are specially trained and are licensed by the State. I think that their work during these war years and especially now has clearly demonstrated the value of trained personnel and I have found an acceptance of them and their work which to me was unexpected. But the tribute I want to pay them is based upon their courage in staying at their posts during the whole period of the war. Many have died while carrying on their work and one national agency has lost 14 of its social work staff who were killed while doing their duty and many others wounded. The present state of communications and transportation in France make any accurate knowledge of the total situation impossible, but I have seen enough to know that American social workers would be proud of their French colleagues and especially so for the way they defied and fooled the Germans in helping those who were in need regardless of the orders the Germans had given.

ERNEST F. WITTE
Lt. Col. A.U.S.
Paris, France

National Office News

(Continued from page 27)

National Staff Field Visits

Members of the national staff have met with the following chapters during the past three months: Boston, Breckinridge, Chicago, Connecticut, Milwaukee, New York City, New York State Council, Richmond, Southwestern Massachusetts, Washington, D. C., Westchester County, Western Kentucky and West Virginia. I am planning a trip to the southwest early in February and Miss Spencer is making arrangements for a trip to the south later that month.

Committee on Organization and Planning

Mr. Robert Taber, Director of Guidance and Pupil Personnel of the Philadelphia Public Schools has accepted the chairmanship of the Committee on Organization and planning of the Social Services in the War and Postwar Periods. Other members of the committee are: Lucy P. Carner, Chicago; Ewan Clague, Washington, D. C.; Rudolph T. Danstedt, Pittsburgh; Alton A. Linford, Boston; Elizabeth S. Magee, Cleveland; Sydney Maslen, New York City; John McDowell, New York City; Florence Warner, Connecticut; Morris Zelditch, New York City.

Compass Index

The supplement to this issue is the first published index of THE COMPASS. This index is for Volume XXV, November 1943 to September 1944.

National Committee Meetings

Subcommittee on Housing—Philadelphia, Jan. 8.
Executive Committee—New York, Jan. 11, 12 and 13.
National Membership Committee—New York, Jan. 18 and 19.
Committee on Organization and Planning—New York, Jan. 19 and 20.
Wartime Committee on Personnel—New York, Jan. 22.
Subcommittee on Services to Youth—Chicago, Jan. 28.
Personnel Practices Committee—Chicago, Feb. 2 and 3.
Subcommittee on Civil Service—Washington, Feb. 5.
National Board—New York, March 1, 2 and 3.

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